Router Process Bounces with Error Code 519815414: Too Many Members in a Service

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Introduction

This document describes one reason why the router process bounces with the 519815414 error code on the CallRouter in a Cisco IP Contact Center (IPCC) Enterprise environment, and provides a possible workaround.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Intelligent Contact Management (ICM)
- Cisco CallManager
- Cisco IP Interactive Voice Response (IVR)

Components Used

The information in this document is based on these software and hardware versions:

- Cisco ICM version 5.x and later
- Cisco CallManager version 3.3.x and later
- Cisco Customer Response Solutions (CRS) version 3.x and later

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

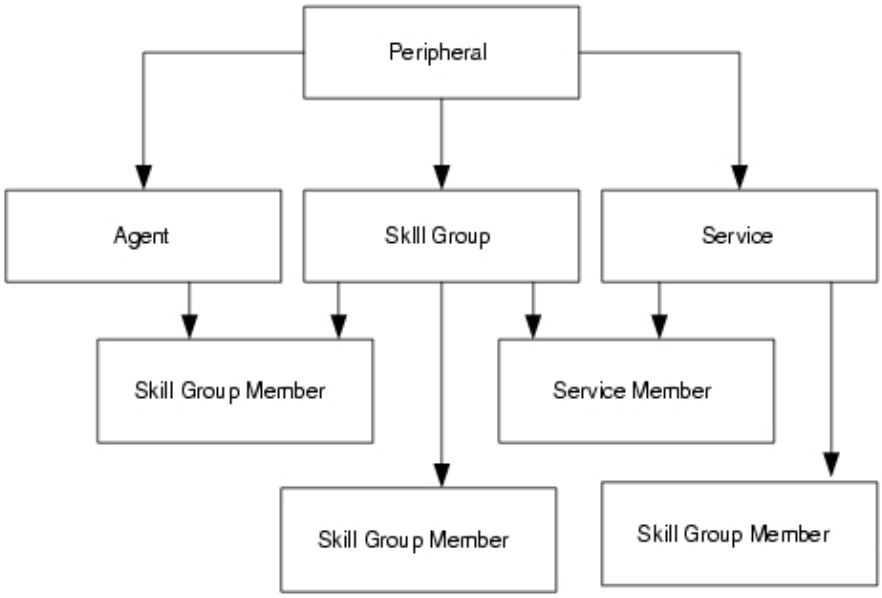
Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Background Information

Skill targets are the entities that ICM software chooses to handle calls at a peripheral. They include agents, skill groups, and services. A service is a type of caller requirement that the peripheral handles. For example, Sales, Support, and Information can all be services. A service contains members of skill groups and service groups (see Figure 1).

Figure 1: Skill Targets



Problem

The router process on the CallRouter crashes with the 519815414 error code (see arrow A in Figure 2).

Figure 2: Router Log

```
15:10:45 rb-rtr Added 587 skill groups on controller SGCCM1 (ID 5004).   <-- B
15:10:46 rb-rtr Added 64 agents on controller SGCCM1 (ID 5004).
15:10:47 rb-rtr Added 9 agent teams on controller SGCCM1 (ID 5004).
15:10:47 rb-rtr Added 45 agent team members on controller SGCCM1 (ID 5004).
15:10:48 rb-rtr Fail: Error from MDSSendOutput sending PG output to MDS 39 DMP 5.
  Last API Error [-519815414]: Message body size exceeds MDS_MAX_BODY_SIZE.   <-- A
15:10:52 rb-rtr Initializing Event Management System (EMS) Library.
15:10:52 rb-rtr Trace: EMS Server pipe apcc\RouterB\rtrEMSPipe enabled for apcc\RouterB\rtr
15:10:52 rb-rtr Router Release 5.0 Service Release 7, Build 09870.
15:10:52 rb-rtr Trace: Perfmon enabled
15:10:52 rb-rtr Trace: EMT I/O completion ports: max threads=4, concurent threads=0
15:10:52 rb-rtr Connection to MDS process established.
```

Solution

The router process crashes immediately after you add new skill groups (see arrow B Figure 2). This indicates that too many skill groups in a specific service cause the problem.

The message that the CallRouter delivers to the Peripheral Gateway (PG) only has room for a limited number of members for a service. The limit depends on how much room is left in the message after necessary the

information (for example, names and descriptions) is entered.

In order to avoid the CallRouter crash, you must ensure that the number of service or skill group members in a service does not exceed 400. Therefore, the solution is to reduce the number of service or skill group members in a service.

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